



Child Care Subsidies

A Guide for Licensed
and Certified
Family Home
Child Care Providers



Washington State Department of
Early Learning

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Introduction

This guide provides information about Washington state subsidy eligibility, billing and payment. Refer to this guide when billing for state child care services.

Washington state child care subsidy programs pay for licensed and certified family home child care. Providers in Oregon and Idaho who meet their state's licensing rules may qualify for child care subsidy payments when they care for eligible children who live in Washington.

Child Care Subsidy Programs (CCSP)

The Department of Early Learning (DEL) sets the policies and rules for all child care subsidy programs. The Department of Social and Health Services (DSHS) determines family eligibility, authorizes child care and pays providers for all child care subsidy programs.

Working Connections Child Care (WCCC) Program

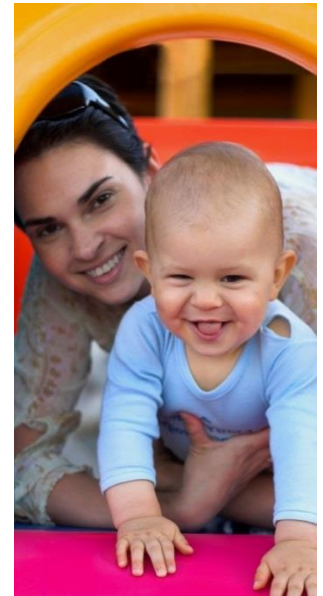
WCCC helps eligible families pay for child care while they participate in approved activities, such as work, training, educational programs and approved TANF activities. Licensed Family Homes (LFH) or certified child care facilities may be eligible to provide child care paid by WCCC.

Seasonal Child Care (SCC)

SCC serves eligible families who are seasonally employed in agricultural occupations. Seasonal workers may also be eligible for WCCC. They may apply for the program that will best suit their child care needs. If a child is eligible and authorized for more than one Washington state child care subsidy program, you may only bill one program. Only licensed or certified providers are eligible to provide child care paid by the SCC program.

SCC serves eligible families who live in the following counties:

- Adams
- Benton
- Chelan
- Douglas
- Franklin
- Grant
- Kittitas
- Okanogan
- Skagit
- Walla Walla
- Whatcom
- Yakima



Glossary

CA: Children's Administration

CBA: Collective Bargaining Agreement

Certified Child Care: DEL-certified tribal, public school, and military facility child care programs

DEL: Department of Early Learning

DSHS: Department of Social and Health Services

Licensed Child Care: DEL-licensed child care centers, school-age programs, and family homes

NSHB: Nonstandard Hours Bonus

SCC: Seasonal Child Care

SEIU 925: Service Employees International Union Local 925

SSPS: Social Services Payment System

WAC: Washington Administrative Code

WCCC: Working Connections Child Care

WCIP: Working Connections Information Phone

Children's Administration (CA) Child Care Programs

CA social workers approve child care services for eligible families. Social workers must verify child care is provided by a qualified provider. Payments to providers are authorized by the child's assigned social worker and paid by DSHS. Licensed Family Homes and Family, Friends, and Neighbors (FFN) providers may be eligible to provide child care paid by CA.

Service Employees International Union Local 925 (SEIU 925)

SEIU 925 represents licensed family home child care providers (LFH) and Family, Friends and Neighbors (FFN) providers receiving subsidy payment under the WCCC and SCC programs. The Collective Bargaining Agreement (CBA), negotiated between SEIU and the state of Washington, outlines the provisions and benefits for SEIU 925 members.

[View the CBA contract](#)

Providers receive the benefits outlined in the CBA. With proper authorization for union membership, as provided in the CBA, members pay dues of 2 percent of the child care services paid by the state. Dues are capped at a maximum of \$50 per month.

Subsidy Billing Training

LFH Providers who are members of the union are encouraged to take subsidy billing training as described in the CBA. You can learn more about this training and other benefits by calling the SEIU 925 at 1-877-734- 8673.

For more information
contact SEIU 925, or
refer to the CBA online:
[www.ofm.wa.gov/labor/
agreements/](http://www.ofm.wa.gov/labor/agreements/)

Roles and Responsibilities

Your Responsibilities as a Licensed Family Home Provider

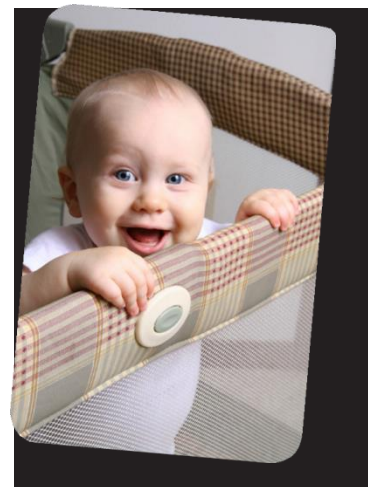
- Meet Washington's [family home child care licensing requirements](#).
- Meet [child care subsidy rules and requirements](#).
- Keep complete and accurate attendance records for five years according to licensing regulations.
- When requested by DSHS or DEL, you must submit attendance records within 14 calendar days of the request. If you do not provide the records within 14 calendar days, an overpayment may be written to you for the entire amount that you billed the state for that month.

Parents' Responsibilities

Parents are responsible for completing the application process and forms required to determine eligibility. Families may apply for subsidies in a number of ways:

- DSHS Contact Center: 1-877-501-2233
- Online at [Washington Connection](#)
- Fax application to the DSHS Contact Center: 1- 888-338-7410

Applications may be picked up at the local Community Services Office (CSO) or you may call to have an application mailed to your home. Deliver or mail a completed paper application to the CSO.



Parents must:

- Meet program income guidelines and participate in approved activities such as work, training, educational programs and approved TANF activities.
- Sign their child in and out daily for child care services. The parent's signature, times, and dates must be included on the attendance record.
- Pay the provider directly the monthly copayment and for any additional services the family requests. The parent may arrange for a third party to pay some or all of the copayment.
- Report to DSHS within five calendar days a change in child care providers.
- Report to DSHS within 10 calendar days changes in:
 - Number of hours care is needed.
 - Family income, if the change would cause the family to exceed the maximum income eligibility limit. Families may report a decrease in income that may lower their copayment.
 - Family size, such as someone moving in or out of the home.
 - Work, training, education schedule, approved TANF activities.
 - Family's address or telephone number.
 - Family's legal obligation to pay child support.
- Make payment arrangements with the provider for care used for personal reasons that are not authorized by DSHS.
- Use child care paid by state child care subsidy only for approved activities outside the family's home.
- Report if they lose their job or other approved activity. They may be eligible for a 28-day gap period. Have the parent contact DSHS within 10 days to find out if they qualify.
- Provide a written list to the provider with the names, addresses and telephone numbers of people who can pick up the child in your absence.
- Monitor the environment and child care services received from the provider.
- Ensure that their children who receive subsidized child care outside of their own home are current on all immunizations required under WAC 246-105-030, except when the parent or guardian provides:
 - A department of health (DOH) medical exemption form signed by a health care professional; or
 - A DOH form or similar statement signed by the child's parent or guardian expressing a religious, philosophical or personal objection to immunization.

DEL Responsibilities

- Determine and write policy and eligibility rules for WCCC and SCC.
- Administer the CBA for LFH and FFN providers.
- Report to the federal government on Washington child care subsidy programs.
- Audit provider payments that may result in an overpayment or underpayment

DSHS Responsibilities

- Determine a family's eligibility for child care subsidies.
- Authorize child care for approved activities outside the consumer's home.
- Pay eligible providers for authorized and billed child care services provided to an eligible family.
- Give families and providers at least 10 calendar days' notice when subsidy benefits are reduced or end before the original end date on the SSPS notice. DSHS does not give families a 10-day notice when the family no longer wants child care subsidies or has not given DSHS their new address.
- Assess overpayments and underpayments.
- Answer questions related to eligibility, authorizations and payments.

Eligibility Determination and Payments

Step 1: Family Requests Subsidy

The family applies for WCCC or SCC subsidies by contacting DSHS in one of three ways:

- Call the Contact Center at 1-877-501-2233.
- Online at [Washington Connection](#).
- Local CSO.

Step 2: Family's Eligibility is Determined

The family completes the application and provides required verification. DSHS gathers information about the household and the parents' activities and income to determine eligibility. If the family is eligible for WCCC or SCC, the parent receives an award letter. This letter shows the dates the family is eligible for child care and the monthly copayment amount.

The child care subsidy programs will not pay for child care provided before the start date on the award letter. The award letter for the provider is not the SSPS notice, invoice, or remittance advice. You may make private pay arrangements with the family during the time that eligibility is being determined. If the family is not determined to be eligible and not authorized for child care subsidy, you may provide child care with private pay arrangements.

Step 3: DSHS Verifies Licensing Status

DSHS verifies the provider's licensing status and child care rates using Part Two of the child care subsidy program application. Part Two may be completed by phone when the family has chosen a licensed provider.

Step 4: Child Care is Authorized in the DSHS Social Service Payment System (SSPS)

Contact the Provider Line (1-800-394-4571 or providerhelp@dshs.wa.gov) and give them your email address to receive notification by email for WCCC or SCC authorization(s) start, change or end dates.

Step 5: SSPS Notice

You will receive an SSPS notice in the mail confirming a family's eligibility and authorization.

Step 6: Authorization to Provide Child Care

You are now authorized to receive payments from DSHS for providing subsidized child care.

Step 7: Invoice Arrives

You will receive an invoice, usually before the last day of each month. The first invoice for a new authorization may not arrive until the middle of the following month.

Step 8: Complete the Invoice Using Attendance Records

Review daily attendance records in order to determine the number of units to bill based on the child's attendance, absent days, holidays, professional training days, provider closure days and the authorization. You must show the days the child is absent on the attendance record. The attendance record must show the parent's/guardian's signature and the sign-in and sign-out times for each day the child attended. Complete the invoice, sign and date it. To submit the invoice, you may either call Invoice Express at 1-888-461-8855 or mail it to DSHS to:

State of Washington
Dept. of Social and Health Services
ISSD Data Control
PO BOX 45889
Olympia, WA 98504-5889

Step 9: Payment issued

After DSHS receives the completed invoice, SSPS processes the invoice immediately after the end of the month of service and sends you the payment. Payment distributed through the mail may take up to three business days after processing.

Step 10: Reapplication

Before an eligibility period ends, DSHS sends a re-application packet to families. During the re-application process, DSHS determines if the family is still eligible for child care subsidies.

Families can re-apply:

- By calling DSHS Contact Center at 1-877-501-2233.
- By returning the packet with updated information.
- Online at [Washington Connection](#).

You and the family will receive a re-application reminder about five weeks before the end of the eligibility period. You may want to remind families when their eligibility period is near the ending date so they can re-apply in time.

If a family completes the re-application process after the eligibility period end date and there is not a waiting list for the program, child care may be authorized when the family completes the re-application process.

If a family completes the reapplication process after the eligibility period end date and there is a waiting list for the program, the family may be placed on the waiting list and would not be re-authorized until their name is released for processing.

If you continue to provide care past the eligibility period end date without receiving a re-authorization, DSHS will not pay for the service. The family would be responsible to pay for child care services through private pay. Child care eligibility is not backdated when families re-apply after the eligibility period end date.



SSPS Notices

Once child care is authorized and the information is processed, you will receive an SSPS notice about a week after the service is authorized. If you do not receive a notice within two weeks of the family receiving the award letter, call the Provider Line at 1-800-394-4571.

Check the SSPS notice to make sure the following information is correct:

- Your name
- Your provider number
- Services authorized
- Children's names
- Number of units authorized
- Child care rate authorized
- Begin and end date of the authorization
- Family's monthly copayment
- Any changes or termination of services

**Call the Provider Line at 1-800-394-4571
for more information**

If the SSPS notice is not correct, call the Provider Line at 1-800-394-4571. You will receive an SSPS notice when there is a change in the authorization or when child care subsidies end.

Checking Application Status

For Providers

Working Connections Information Phone (WCIP) is an automated phone system. It is available 24 hours per day, seven days per week in English and Spanish. Because of confidentiality, some family information may not be available to you. This line is available for both WCCC and SCC programs.

WCIP allows you to check:

- If an application is approved, denied, pending or closed.
- The effective dates of service.
- The authorized child care services.
- The family's monthly copayment amount.
- Any special messages related to subsidy programs.

**Working Connections Information
Phone (WCIP): 1-866-218-3244**

To use WCIP, you will need:

- Your SSPS child care provider number.
- Your Employee Identification Number (EIN) or the last four digits of your social security number.
- The family's child care application number found on the SSPS notice.

For Families

To use the Answer Phone, a family will need their client ID number and Social Security Number. The Answer Phone allows families to check:

- If their application is approved, denied, or pending.
- The effective dates of service.
- The child care services authorized.
- The family monthly copayment amount.

Answer Phone: 1-877-980-9220

State Child Care Subsidy Rates

As a provider, you will be paid the authorized payment from DSHS and the monthly copayment from the family. You are responsible for collecting the copayment from the family. DSHS will not pay the family's copayment.

Maximum state child care subsidy rates are determined by the region of the state where the care is provided, the child's age, the amount of care needed and type of child care. DSHS will pay you the maximum state rate or your private pay rate, whichever is less. You may not charge the parents the difference between the maximum state child care subsidy rate and your private pay rate.

[View child care subsidy rates.](#)

Early Achievers



Early Achievers is Washington's child care quality rating and improvement system. Providers are given a level rating from 1 to 5. Licensed child care providers who participate in Early Achievers and are rated at Levels 2 or higher receive an additional percent of their monthly subsidy amount. This incentive is a percentage of the half-day and full-day amount of subsidized care billed by the provider. It does not include field trip fees, non-standard hours bonuses, special needs, registration, or other increases or bonuses. Early Achievers incentives will be paid separately from regular invoiced payments.

Learn more about [Early Achievers](#).

Additional Authorized Child Care

Some children need care for more than 10 hours in a day. To request additional child care, the parent contacts DSHS and provides documentation showing additional hours are needed. You may be paid more for this type of care if you have a written policy to charge private paying families a higher rate to care for children more than 10 hours a day. The state will pay for additional care at your rate or the maximum state child care subsidy rate, whichever is less.

Additional care may be authorized when:

- Care is needed for more than 10 hours and fewer than 15 hours in a day, a half-day of overtime care may be authorized.
- Care is needed for 15 or more hours in a day. Additional overtime care may be authorized.

Child care cannot be authorized for more than 16 hours per day.

Nonstandard Hours Bonus (NSHB)

Sometimes child care is needed during nonstandard hours. Nonstandard hours are defined as:

- Weekdays before 6 a.m. or after 6 p.m.
- Saturdays and Sundays.
- Eligible holidays.

The child care subsidy programs may authorize a \$75 NSHB if the child needs 30 hours or more of nonstandard care per month, per child.

The NSHB is paid on a first come, first serve basis and funding is limited. When NSHB payments are temporarily suspended due to lack of funding, providers may not claim payment for invoices submitted after a cut-off date has been determined. Invoices not received before the cut-off date cannot be claimed in a new fiscal year. When there are capped funds, Article 9.5 of the CBA is not applicable.

If you are authorized to provide NSHB care, it is recommended that you claim your NSHB on your invoice each month that you provide care.

Billing for the NSHB

You may bill the NSHB for a child if you provide 30 or more nonstandard hours of child care that month. Enter “1” in the “Total Units” box on the invoice. If you provided fewer than 30 hours of nonstandard hours of care that month, do not bill for the NSHB. Enter “0” in the “Total Units” box on the invoice.

Special Needs Child Care

Child care subsidy programs may pay you an additional rate to care for children up to age 19 who have a verified physical, mental, emotional or behavioral condition requiring a higher level of specialized care. The special needs rate may also be paid for children ages 13 to 19 who are under court supervision. The special needs rate is for care provided above and beyond the daily routine care required. DSHS does not pay for training or equipment to help care for children with special needs. DSHS does not pay for taxes or benefits of staff needed to provide special needs care.

Special needs child care is authorized at -Level 1 or Level 2. Either rate is in addition to the standard state child care subsidy rate. The parent or provider may call the local CSO to request the special needs rate, though it is the parent’s responsibility to apply. Once special needs care is authorized the provider will receive the special needs rate as long as the parent continues to agree that the child needs care above and beyond the daily routine required.

- **Level 1 Special Needs rate:** A Level 1 authorization means you will receive the standard state special needs rate.
- **Level 2 Special Needs rate:** The parent works with you, DSHS, and DEL to determine if their child qualifies for the Level 2 special needs rate.

Before the special needs rate can be authorized, DSHS must have:

- The Special Needs Child Care Rate Request form completed separately and signed by the parent.
- The Special Needs Child Care Rate Request form completed separately and signed by the provider.
- Written verification from a health, mental health, social service, or education professional with at least a master’s degree, or a registered nurse.

View more information about special needs in the [CBA, article 10.4](#).

The verification must describe the additional level of specialized care needed in the child care setting above and beyond what you would provide for children without special needs. The statement cannot be from an individual who is employed by the child care facility.

Bill the same number of units for the special needs authorization as you do for the full-day or half-day.

[View the Special Needs Child Care Rate Request.](#)

Other Fees

Monthly Copayment

Families are required to make a copayment to pay part of the child care cost. The SSPS notice and the invoice both list the amount of the family's monthly copayment. DSHS will not pay the family's copayment. It is the provider's responsibility to collect the copayment from the family. If a family has more than one child care provider, the copayment is usually assigned to only one of the providers but may also be split between several.

Families may make payment arrangements with you for a third party to pay part or all of the monthly copayment. You may collect the copayment on the same day of the month you collect child care payments from parents who do not receive child care subsidies.

If you have a written policy to charge a fee for late payments, you can charge the family a late fee if the copayment is paid late. If the family does not pay their copayment, contact the Provider Line. Families may lose child care benefits if they do not pay, or make acceptable arrangements to pay their copayment. You may pursue any available collection effort allowed by law to recoup unpaid copays. If you choose not to collect the copayment, note this in your records and give a copy to the parent. A consumer's responsibilities regarding the payment of copays can be found in [WAC 170-290-0030](#).

Registration Fee

If you have a written policy to charge registration fees for private paying families, you may bill the state \$50 per child or your stated registration fee per calendar year, whichever is less. If you charge an annual registration fee, call the Provider Line to request reauthorization of the registration fee each year. You may not bill an additional registration fee when a child remains in your care but changes subsidy programs.

The registration fee may be billed:

- When a child who receives subsidies first enrolls in your care, even if the child does not attend.
- When a child who receives subsidies leaves your care and returns more than 60 days later, even if it is within the same calendar year.
- Each year, if you have a written policy to charge all families an annual registration fee.

Call the Provider Line at 1-800-394-4571 for more information.



Field Trip /Quality Enhancement Fee

If you have a written policy to charge private-paying families fees for field trips or quality enhancement, DSHS may reimburse you for your actual cost up to \$30 per child, per month, regardless of age. Each year there is limited funding to pay the field trip/enhancement fee. If funds run out, the field trip/quality enhancement Fee will not be authorized or paid.

The field trip/enhancement fee covers special activities, such as:

- Admission costs to places such as zoos, museums, movies, and swimming pools.
- Enrichment programs and ongoing lessons such as language classes, gymnastics, and swimming lessons.
- Public transportation or mileage reimbursement at the [OFM mileage reimbursement rate](#). You may be required to provide receipts to verify expenses.
- Cost of hiring a non-employee such as clowns, pony rides, and music performers.
- The purchase of a pre-kindergarten curriculum.
- Provider-developed and DEL-approved curriculum.

The field trip/enhancement fee does not cover:

- Fees or admission costs for adults on the field trip.
- Supplies or equipment needed to meet licensing requirements.
- Food purchased on field trips.

If the actual amount spent for a field trip or enhancement activity is less than \$30, bill the actual amount. For example, if the cost was \$10, enter “10” in the Total Units box on the invoice. Keep receipts that show the cost of field trips/enhancement activities and a list of children who participated. You will be required to provide receipts when asked by the state. Do not bill for the field trip/enhancement fee if the child did not participate. In this instance, enter “0” in the Total Units box for that child on the invoice.

Keep Receipts

When requested by DSHS or DEL, you must submit receipts within 14 calendar days of the request. If you do not provide the records within 14 calendar days, an overpayment may be written to you for the entire amount that you billed the state for that month.

If you are going to spend more than \$30 per child on field trips or quality enhancement activities in a month, you may ask families who receive child care subsidies to pay the additional cost if you charge the same fee to private paying families. If the parent chooses not to pay the extra cost, you may decide not to take the child on the field trip or have the child participate in the quality enhancement activity. If a child does not go or does not participate in the activity, you must still provide developmentally appropriate care for that child during the time of the field trip or quality enhancement activity.

Charges for Additional Services

You may charge families who receive child care subsidies for the following services only if you also have a written policy to charge private paying families:

- Additional child care for personal reasons, such as personal appointments.
- Optional programs not covered by the field trip/enhancement fee.
- A field trip that exceeds the \$30 maximum reimbursed by child care subsidy programs.
- Optional meal programs you offer families who do not provide lunch for their child.
- Transportation to and from school or activities.
- Late pick-up of the child after operating hours.
- Late fee for child care copayment.
- Non-sufficient funds (NSF) fees charged by the bank when bank funds are not available.

You may not charge families who receive child care subsidies:

- A registration fee when it is more than the subsidy program's maximum registration fee.
- Handling fees to process family payments.
- Fees for materials, supplies or equipment needed to meet licensing requirements.
- Costs for billing disputes between you and the state.
- Days you are closed.



Written Policies

As a provider, for all the services where you may charge a fee, you must have in your written policy the amount(s) outlined that you are charging. The charges for private pay families must be consistent with the charges for subsidized families.

When requested by DSHS or DEL, you must submit a copy of your written policy within 14 calendar days of the request. If you do not provide the copy within 14 calendar days, an overpayment may be written to you for the entire amount that you billed the state for that month.

Billing for Days You Don't Provide Care

Absent Days

Absent days are defined as days the subsidized child is scheduled and authorized for care, but absent. Scheduled means the days the child is normally scheduled to attend in a month. If the child is scheduled to attend over 10 hours on the absent day, the provider may bill for the overtime care.

If a child who receives state child care subsidies attends your child care for at least one day in the calendar month, when authorized, you may be eligible to claim absent days that month. To claim an absent day for a child in your care who receives subsidies, the child must be scheduled to attend and authorized for payment on that day. The total number of days billed may not exceed the number of days authorized. Days are defined as calendar days unless otherwise specified.

For children served under the Children's Administration Child Care Program, refer to the provisions of [CBA article 9.4](#)

If you decide to stop providing care for a child, you may not bill absent days after the date you end care. Some authorizations start after the first day of the month. Do not claim absent days before the authorization start date.

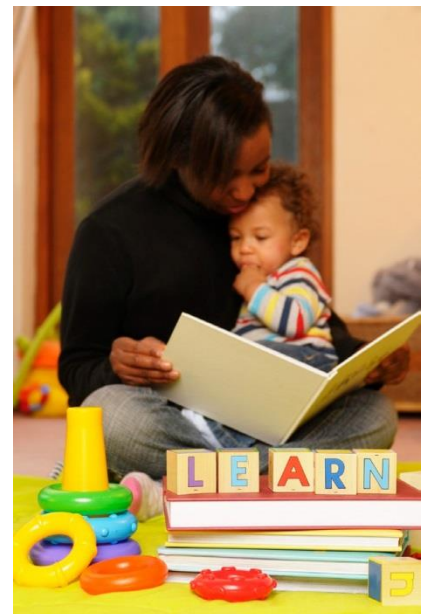
Holidays

If there is an eligible holiday during the period the child is scheduled to attend and on a day where payment has been authorized, count the holiday as if the child attended. If the child is scheduled and authorized to attend over 10 hours on the holiday, you may bill for the overtime care, even if you are:

- Closed for business on that holiday.
- Open for business but the child does not attend on that holiday.
- Open for business and the child attends on that holiday.

Eligible holidays are:

- New Year's Day, January 1
- Martin Luther King Jr. Day, Third Monday in January
- Presidents Day, Third Monday in February
- Memorial Day, Last Monday in May
- Independence Day, July 4
- Labor Day, First Monday in September
- Veterans Day, November 11
- Thanksgiving Thursday, the fourth Thursday in November
- Native American Heritage Day, Friday, the fourth Friday in November
- Christmas, December 25



If you operate only Monday through Friday and the eligible holiday is on:

- Saturday: the Friday before is the eligible holiday.
- Sunday: the following Monday is the eligible holiday.

If you operate weekends, the actual holiday is the eligible holiday:

- Saturday through Sunday and the holiday is on Sunday, then you claim Sunday as the eligible holiday.
- If you operate on the holiday and choose to claim an alternate day as the holiday within the same month of the official holiday, you may bill for that day. You must be closed on the day you claim as the official holiday.
- You are open Saturday through Sunday and the eligible holiday is Sunday. You close on Monday for the holiday. You can claim Monday as the holiday but not Sunday. You may not claim two days for one eligible holiday.

Professional Training Days

A professional training day is a day your child care is closed so you can attend training. You may bill for up to three professional training days each year. If a child is scheduled and authorized to attend on a day you are closed for professional training, you may bill the state as if the child attended, including overtime care. Any days in excess of three that you close for training are considered closure days and cannot be billed.

The CBA Subsidy Billing Training for licensed/certified family home providers may not be billed as a professional training day.

Closure Days

You will not receive subsidy payment on days your child care business is closed for reasons other than professional training days or eligible holidays.

Billing Rules

Daily Attendance Records

As a provider, it is your responsibility to follow WAC 170-290-0034 when billing for payment.

A child's presence in a family home child care must be documented daily by the child's parent or guardian or an authorized person by signing in and out each child who attends. The parent, guardian or authorized person must use his/her full signature when signing the child in and out. When a child arrives at or leaves the child care due to school or offsite activities as authorized by the parent, you or your staff must sign the child out and in upon return to the child care.

Refer to your attendance records and the rules in this guide for billing requirements.

Your attendance records must support your billing. You must show the days the child is absent on your attendance record. The attendance record must show the parent's/guardian's signature and the sign in and sign out times for each day the child attended.

You may receive an overpayment or underpayment notice if your attendance records are reviewed and they do not support your billing.

Bill only when the child has attended at least one day in that month. Return your invoice promptly.

Invoices are only valid for 12 months after the actual date of service.

The sample attendance sheet may be used for school-age children and other children who need to be signed in and out of the child care more than once per day.

View a [sample attendance record form](#).

Billing for Care that Starts After the First Day of the Month

When an authorization starts after the first of the month, you may not count the days before the authorization period as absent days. To determine the maximum number of days you can bill that month, count the days the child attended for the remainder of the month plus absent days, holidays, or professional training days that the child was authorized for payment and scheduled to attend.

Billing for Care that Ends Before the Last Day of the Month

Some authorizations end before the last day of the month. You may not bill for any absent days, holidays or professional training days that occur after the authorization ends.

Planned and Unplanned Termination of Child Care Subsidy

Sometimes a family becomes ineligible for child care subsidy before the end of the authorization period. When this happens, DSHS will notify you of an unplanned termination of child care the same time the family is notified. If you have given your email address to DSHS, you will receive notifications by email rather than standard mail.

DSHS is required to give child care providers a 10 calendar days' written notice prior to an unplanned termination. If you do not receive 10 days' notice from DSHS, you can bill for care for days that would equal the 10 days in lieu of the notice.

If you receive notice after the termination date, you may bill DSHS for the care you provided after the unplanned termination and prior to the date you received the notice. Parents may be responsible for any overpayments that occur during this timeframe.

For Children's Administration (CA) child care programs, refer to [Article 9.4 of the CBA](#) or contact your CA Social Worker.

Bill based on each child's physical attendance and care. Your records should reflect each child's attendance, absences and your closure days, including holidays and professional training days.

Underpayments

Underpayments may occur because you:

- Made a mistake on your invoice that caused you to be underpaid.
- Did not receive payment for everything you claimed on the invoice.
- Were paid incorrect rates



Follow the steps below if you believe you have been underpaid:

- Check your records to see if the child's name appeared on the invoice within 12 months after the date of service.
- Compare your attendance records to your invoice to see if you were underpaid.
- Call the Provider Line at 1-800-394-4571 to report an underpayment.

To correct an underpayment, providers must submit an invoice for payment to the State for child care services no later than 12 months after the date of service.

For the purposes of correcting errors on payments where the invoice for payment has been submitted on time, the time limit for either party to correct an error on a payment and seek reimbursement is:

- Two years if the error is on rates paid by age and/or region. This two year limit does not apply to federal audits, which could go back three years.
- Up to three years if the error is on any other issue.
- Disputes regarding underpayments are grievable.

Overpayments

Overpayments may occur because you:

- Billed for more days than a child or children were scheduled and authorized to attend.
- Do not have any attendance records.
- Do not have attendance records that match your billing record. Refer to WAC 170-290-0034.
- Received payment for incorrect rates.
- Do not have proper receipts to support payments.
- Do not have policies to support fees charged.

Call the Provider Line at 1-800-394-4571 to report an overpayment if your attendance records do not match the amount you were paid.

You will receive a Vendor Overpayment Notice if you were overpaid. The Vendor Overpayment Notice will also instruct you on how to repay the overpayment amount. A payment plan may be available.

It is important to follow the timeframes on the back of your overpayment notice to file a hearing. If you have questions about the overpayment, call the telephone number on the notice. Disputes regarding overpayments are not grievable. The administrative hearing process is the method to use to dispute an overpayment.

There are directions on the Vendor Overpayment Notice that outline how to dispute the overpayment. If overpayments are not resolved through an administrative hearing, you must repay the money.

Using Invoice Express

- Call Invoice Express: 1-888-461-8855
- [How to Use Invoice Express](#)
- [Invoice Express Brochure](#)

Payment Options

Checks mailed by U.S. Postal Service

You should receive a check by mail approximately 10 business days after DSHS receives your invoice. DSHS cannot guarantee a delivery date for checks sent by the U.S. Postal Service.

Direct deposits

You may choose to have payments deposited into a checking or savings account. Funds are deposited into your account on the fifth business day after the invoice is processed by DSHS.



Learn more about direct deposits:

- [On DSHS' website.](#)
- By calling 360-664-6161.
- Request information in writing at:
DSHS-SSPS Attn: Direct Deposit Desk
P.O. Box 45812
Olympia, WA 98504-5812
- In your request, include your:
 - Name
 - Written request for direct deposit forms
 - SSPS Provider Number
 - Mailing address including city/state/zip code
 - Phone number with area code

Tax Information

You will be mailed a record of the payments made by DSHS, called a Remittance Advice. It includes a list of deductions that can be used for tax purposes, including any union dues. You will receive an Internal Revenue Service (IRS) Tax Form 1099 when your child care subsidy payments from DSHS total \$600 or more in a calendar year. The 1099 will be mailed no later than January 31 and will include child care payments received from DSHS.

If you have health care coverage through SEIU 925, the premiums paid by the state will be included in your earnings listed on your 1099. The 1099 includes child care payments you received from DSHS. Keep your 1099 for tax reporting. If you have tax questions, [contact the IRS](#).

Resources

Working Connections Information Phone (WCIP) for Child Care Providers: 1-866-218-3244

Available 24 hours a day for WCCC and SCC in English and Spanish. The following information is available after the family's case has been processed:

- Family's authorization
- Copayment
- Case status
- Effective dates of coverage

DSHS: www.dshs.wa.gov

DSHS Children's Administration

Reporting Abuse and Neglect: 1-866-ENDHARM or
1-866-363-4276

[Report suspected child abuse or neglect online](#)

DSHS Customer Service Center 1-877-501-2233
Fax 1-888-338-7410

Families may apply for services or report changes

DEL: 1-866-482-4325

- www.del.wa.gov
- [DEL licensing and subsidy rules](#)
- [Information for child care providers](#)

SEIU 925 Member Support: 1-877-734-8673

If you have questions about the CBA, meetings and workshops, or representation in your area.

- [Collective Bargaining Agreement](#)
- SEIU 925 Health Care: 1-866-771-7359
- Child Care Provider Grievance Line : 1-888-270-0613

WCCC and SCC Answer Phone for Families:

1-877-980-9220

Families authorized for WCCC or SCC may check on their case status

WCCC Provider Line: 1-800-394-4571

Email: providerhelp@dshs.wa.gov

Fax: 1-888-338-7410

- Special Needs rate request
- Status of a WCCC or SCC application or review
- Payment authorization or billing
- Provide information about your rates.
- Report a mistake on a current authorization.
- Ask questions about an authorization or billing.

Office of the Superintendent of Public Instruction

Child Care Food Program: 360-725-6206

Provides federal funds to serve nutritious meals and snacks through the Child Care Food Program

**Child Care Subsidies: A Guide for Licensed and Certified Family Home
Child Care Providers**

DEL 22-877 Revised October 15, 2015

Online: www.del.wa.gov/publications/subsidy/docs/LFH_subsidy_guide.pdf

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